

AMENDED IN SENATE JUNE 25, 2013
AMENDED IN ASSEMBLY MAY 29, 2013
AMENDED IN ASSEMBLY MAY 8, 2013
AMENDED IN ASSEMBLY APRIL 24, 2013
AMENDED IN ASSEMBLY MARCH 21, 2013
CALIFORNIA LEGISLATURE—2013–14 REGULAR SESSION

ASSEMBLY BILL

No. 911

Introduced by Assembly Member Bloom

February 22, 2013

An act to add Section 53121 to the Government Code, relating to telephone systems.

LEGISLATIVE COUNSEL’S DIGEST

AB 911, as amended, Bloom. Telephone systems: 911.

The Warren-911-Emergency Assistance Act requires every local public agency to establish and operate a telephone system that automatically connects a person dialing “911” to an established public safety answering point through normal telephone service facilities. Existing law prohibits the Public Safety Communications Division in the Department of Technology from delaying the implementation of the enhanced “911” emergency telephone system, as provided.

This bill would, commencing January 1, 2019, establish various requirements regarding 911 emergency call technology that would be applicable to *operators of* multiline telephone systems (MLTS) ~~and businesses with MLTS~~. The bill would require an MLTS operator, as defined, ~~in an area that has enhanced 911 capability~~ to maintain and

operate the MLTS, as specified, to ensure that each emergency call placed from any telephone station on the MLTS is routed to ~~a~~ *the appropriate* public safety answering point and provides either automatic location information or automation number identification to the 911 network that connects to the public safety answering point. The bill would provide ~~exemptions for buildings or structures under an exemption for a multiline telephone system serving a building or structure with less than 7,000 square feet of workspace or MLTS operators in areas where enhanced 911 service is not available.~~ The bill would authorize the assessment of civil penalties against an entity that sells or leases an MLTS system in violation of these requirements.

Vote: majority. Appropriation: no. Fiscal committee: yes.
State-mandated local program: no.

The people of the State of California do enact as follows:

- 1 SECTION 1. The Legislature finds and declares all of the
- 2 following:
- 3 ~~(a) There are gaps in public safety protection and accurate caller~~
- 4 ~~location information is vital for 911 emergency calls and the safety~~
- 5 ~~of Californians. Problem calls originate from large hospitals, public~~
- 6 ~~schools, large businesses, large chain stores, local government~~
- 7 ~~offices, and assisted living facilities.~~
- 8 ~~(b) Problems with the current 911 systems include: (1)~~
- 9 ~~misrouting a call to an entirely wrong public safety answering~~
- 10 ~~point (PSAP), sometimes in a different city or region; (2) delivery~~
- 11 ~~of wrong or inaccurate caller location information to the proper~~
- 12 ~~PSAP.~~
- 13 ~~(c) Enhancements to the 911 system typically enable the caller's~~
- 14 ~~telephone number and service address to be displayed to the PSAP.~~
- 15 ~~As a result, when the caller is calling from a single-line telephone~~
- 16 ~~or a multiline telephone system (MLTS) serving a compact area,~~
- 17 ~~the address associated with the caller's telephone number can be~~
- 18 ~~retrieved and usually provides a reasonably precise identification~~
- 19 ~~of the caller's location.~~
- 20 ~~(d) Public safety agencies increasingly rely on the enhanced~~
- 21 ~~911 system to provide dependable and precise information about~~
- 22 ~~the caller's location and a reliable number to call back in order to~~
- 23 ~~reach the caller. However, in some cases 911 emergency calls~~
- 24 ~~made from telephones connected to an MLTS may not be precisely~~

1 located by the 911 system, eliminating some of the benefits of
2 enhanced 911. This lack of adequate location information can be
3 life threatening if the caller cannot supply the correct location.

4 (e) Related problems occur when the caller is remote from the
5 location supplied to the 911 system. In this instance not only is
6 response delayed but limited public safety resources are dispatched
7 where they are not needed. There may also be considerable
8 disruption in business operations as the response units attempt to
9 locate the caller.

10 (f) This act will address the issue of MLTS regarding the
11 installation of equipment and software necessary to provide specific
12 location information for a 911 emergency call.

13 (a) *Public safety is threatened when 911 calls placed to public*
14 *safety dispatchers from telephone systems serving multiple stations*
15 *in large buildings or complexes do not identify the precise location*
16 *of the caller.*

17 (b) *The enhanced 911 system widely deployed today enables a*
18 *caller's telephone number and service address to be displayed to*
19 *the public safety dispatcher who receives the 911 call. Public safety*
20 *agencies increasingly rely on this enhanced 911 system to provide*
21 *dependable and precise information about a caller's location and*
22 *a reliable number to call back in order to reach the person who*
23 *called for emergency assistance.*

24 (c) *Even with the enhanced 911 system, however, emergency*
25 *calls may not provide precise caller location when made from one*
26 *station of a multiline telephone system commonly used in large*
27 *hospitals, public schools, government offices, assisted living*
28 *facilities, businesses, and chain stores. This lack of precise location*
29 *information can be life threatening if the person making the*
30 *emergency call cannot supply the correct location to the dispatcher.*

31 (d) *Emergency calls from a large building or campus with a*
32 *multiline telephone system also can be routed to the wrong public*
33 *safety dispatch office, sometimes in a different city or region.*

34 (e) *These limitations of multiline telephone systems not only*
35 *delay emergency response time, but also cause limited public safety*
36 *resources to be dispatched where they are not needed and disrupt*
37 *business operations as response units attempt to locate the caller.*

38 (f) *This act will enhance public safety through requirements to*
39 *ensure that 911 emergency calls made from individual stations of*

1 *multiline telephone systems provide specific location information*
2 *of the caller.*

3 SEC. 2. Section 53121 is added to the Government Code, to
4 read:

5 ~~53121. (a) A multiline telephone system (MLTS) operator~~

6 *53121. (a) For purposes of this section, the following terms*
7 *have the following meanings:*

8 *(1) "Automatic location identification (ALI)" means the*
9 *automatic display at the PSAP of a caller's telephone number,*
10 *address or location of the telephone, and supplementary emergency*
11 *services information.*

12 *(2) "Automatic number identification (ANI)" means the*
13 *automatic display at the PSAP of the telephone number associated*
14 *with the access line from which a 911 call originates.*

15 *(3) "Centrex" means a business telephone service offered by*
16 *some local exchange carriers that provides PBX-type features over*
17 *access lines.*

18 *(4) "Emergency location identification number (ELIN)" means*
19 *a valid North American numbering plan format telephone number*
20 *(assigned to the MLTS operator by the appropriate authority),*
21 *that is used to route the call to a PSAP and used to retrieve the*
22 *ALI for the PSAP. The ELIN may be the same number as the ANI.*
23 *In some cases, the number may not be a dialable number.*

24 *(5) "Emergency response location (ERL)" means a location*
25 *that provides a minimum of the building and floor location of the*
26 *caller to which a 911 emergency response team may be dispatched.*

27 *(6) "Master street address guide (MSAG)" means a database*
28 *of street names and house number ranges within their associated*
29 *communities defining emergency service zones and their associated*
30 *emergency service numbers to enable proper routing of 911 calls.*

31 *(7) "Multiline telephone system (MLTS)" means a system*
32 *comprised of a common control unit or units, telephone sets, and*
33 *control hardware and software. This includes, but is not limited*
34 *to, network and premises based systems, such as Centrex and PBX,*
35 *Hybrid, and Key Telephone Systems.*

36 *(8) "MLTS operator" means the entity that purchases, leases,*
37 *or otherwise contracts for the entity's use of the MLTS and*
38 *therefore is responsible for ensuring that a 911 emergency call*
39 *placed from an MLTS is transmitted in accordance with this*

1 *section, regardless of the type of MLTS technology used to generate*
2 *the call.*

3 *(9) "Private emergency answering point (PEAP)" means an*
4 *answering point operated by nonpublic safety entities with*
5 *alternative and adequate means of signaling and directing a*
6 *response to emergencies.*

7 *(10) "Private branch exchange (PBX)" means a private*
8 *telephone switch that is connected to the public switched telephone*
9 *Network or successor network.*

10 *(11) "Public switched telephone network (PSTN)" means the*
11 *network of equipment, lines, and controls assembled to establish*
12 *communication paths between calling and called parties in North*
13 *America.*

14 *(12) "Public safety answering point (PSAP)" means a facility*
15 *equipped and staffed to receive 911 calls.*

16 *(13) "Workspace" means the physical building area where*
17 *work is normally performed. This is a net square footage*
18 *measurement that includes hallways, conference rooms, restrooms,*
19 *and break rooms, but does not include wall thickness, shafts,*
20 *heating, ventilating, or air conditioning equipment spaces,*
21 *mechanical electrical spaces, or similar areas where employees*
22 *do not normally perform work activities.*

23 ~~(b) A multiline telephone system (MLTS) operator shall maintain~~
24 ~~and operate the MLTS in such a manner that a telephone call made~~
25 ~~by dialing the digits "911" and, if applicable, any additional digit~~
26 ~~that must be dialed in order to permit the user to access the public~~
27 ~~switched telephone network PSTN from any telephone on the~~
28 ~~MLTS is routed to a public safety answering point (PSAP) the~~
29 ~~appropriate PSAP and provides automatic location information~~
30 ~~ALI or automatic number identification ANI to the 911 network~~
31 ~~that connects to the PSAP.~~

32 ~~(b) Enhanced 911 MLTS support service is deemed to be~~
33 ~~available if all of the following features are operating:~~

34 ~~(1) The PSAP can accept emergency location identification~~
35 ~~number information from the MLTS using generally accepted~~
36 ~~industry standard interfaces.~~

37 ~~(2) The PSAP has customer premise equipment in place to~~
38 ~~accept and store the emergency response location information~~
39 ~~provided by the MLTS.~~

~~(3) The PSAP is equipped to utilize the emergency response location information.~~

~~(c) For an MLTS serving business locations, the An MLTS operator shall program the MLTS equipment to deliver the transmit with any 911 call with an emergency location identification number which will result in either of the following: the ELIN and emergency response location of the caller either directly to the PSAP, or in a manner that enables a direct response through an alternate and adequate means of signaling by the establishment of a private point.~~

~~(1) An emergency response location which provides a minimum of the building and floor location of the caller.~~

~~(2) An ability to direct response through an alternate and adequate means of signaling by the establishments of a private answering point.~~

~~(d) (1) An entity that is the seller or lessor of an MLTS system shall provide, at the time of sale or lease, to the purchaser or lessee and to each new user, either a demonstration of, or written instructions as to, how to place an emergency call from a telephone station or provide written instructions at each telephone station on how to do so. station.~~

~~(2) An MLTS operator shall either provide each new user of the MLTS with either a demonstration of, or written instructions at each station as to, how to place an emergency call from a telephone station or provide written instructions at each station on how to do so. station.~~

~~(e) (1) Where applicable, an An MLTS operator shall arrange to update the automatic location information ALI database with appropriate master street address guide MSAG or an appropriate equivalent valid address and callback information for each MLTS telephone, such that the location information specifies the emergency response location of the caller. These updates shall be downloaded or made available to the automatic location information database provider as soon as practicable for a new MLTS installation, or within one business day of the record of completion of the actual changes for previously installed systems. The information is subject to all federal and state privacy and confidentiality laws.~~

1 (2) The MLTS operator shall review and verify the accuracy of
2 the number and location information provided by the MLTS at
3 least once annually.

4 (f) ~~An MLTS operator shall be considered to be in compliance~~
5 ~~with this section when the MLTS complies with applicable~~
6 *Applicable* Federal Communications Commission rules and orders
7 regarding enhanced 911 systems *shall take precedence over any*
8 *provision contained in this section.*

9 (g) ~~A business providing temporary structures or facilities,~~
10 ~~regardless of size, with an MLTS shall permit the dialing of 911~~
11 ~~and the MLTS operator~~ *The MLTS operator that provides voice*
12 *communication services to temporary structures or facilities,*
13 *regardless of the size,* shall ensure that the MLTS is connected to
14 ~~the public switched telephone network PSTN.~~ Where automatic
15 location information records are not provided for each individual
16 station, the MLTS operator of the temporary structure or facility
17 shall provide specific location information of the caller to the
18 PSAP.

19 (h) (1) An MLTS operator, *service provider*, its employees, or
20 its agents shall not be liable to any person for damages incurred
21 as the result of any act or omission by it, except for gross
22 negligence or intentional, willful, or wanton misconduct, in
23 connection with maintaining or operating the MLTS in a manner
24 required by this section.

25 (2) ~~A telecommunications~~ voice service provider, *or* its affiliates,
26 directors, officers, employees, or agents shall not be liable to any
27 person for damages incurred as the result of the release of
28 information not in the public record, including, but not limited to,
29 unpublished or unlisted telephone numbers, to a PSAP, its
30 employees or agents, or to emergency responders, made in
31 connection with an emergency call.

32 (i) ~~An (1) This section shall not apply to an MLTS serving a~~
33 ~~building or multiple buildings or structures with a combined total~~
34 ~~workspace of 7,000 square feet or less shall not be required to~~
35 ~~provide more than one emergency response location. An MLTS~~
36 ~~serving a single building with 7,000 square feet of workspace or~~
37 ~~less shall not be required to provide more than one emergency~~
38 ~~response location. In the event of a dispute over the total amount~~
39 ~~of dispute, the State Fire Marshal shall determine the square~~
40 ~~footage, the State Fire Marshal shall determine whether the~~

1 ~~exemption applies to the building or structures footage of a~~
2 ~~workspace.~~

3 ~~(j) Key Telephone Systems, which serve only small workspace~~
4 ~~areas, are not required to comply with this section. Other MLTS,~~
5 ~~such as PBX or Hybrids (systems that incorporate the functionality~~
6 ~~of both Key Telephone Systems and PBX), shall comply with this~~
7 ~~section.~~

8 ~~(k) This section shall not apply to MLTS operators in areas~~
9 ~~without enhanced 911 service.~~

10 ~~(2) This exemption does not apply to temporary structures or~~
11 ~~facilities with MLTS.~~

12 ~~(t)~~

13 ~~(j) An entity that is a seller or lessor of an MLTS system in~~
14 ~~violation of this section after January 1, 2019, may be assessed a~~
15 ~~fine from five hundred dollars (\$500) to five thousand dollars~~
16 ~~(\$5,000) per system sold or leased.~~

17 ~~(m) For purposes of this section, “MLTS operator” means the~~
18 ~~entity that purchases, leases, or otherwise contracts for the entity’s~~
19 ~~use of the MLTS equipment.~~

20 ~~(n) For purposes of this section, “emergency response location”~~
21 ~~means a location that provides, at a minimum, the location of the~~
22 ~~building and floor number of the caller to which a 911 emergency~~
23 ~~response team may be dispatched.~~

24 ~~(o)~~

25 ~~(k) The provisions of this section shall become operative on~~
26 ~~January 1, 2019. In areas where enhanced 911 service first becomes~~
27 ~~available after January 1, 2019, MLTS providers shall have 12~~
28 ~~months from the date enhanced 911 service became available to~~
29 ~~comply with these provisions.~~